

Brian Grimmer

From: Brian Grimmer
Sent: Wednesday, February 22, 2017 6:59 AM
To: Michelle Finnen
Cc: Billing
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

That is disappointing. I understand Brian did this on his own when he was at IIS, but since the process was started, I had hoped your company could see it through since it would only entail filing a single form with no further action needed.

Thanks for your time.

Brian

On Feb 21, 2017, 7:31 PM -0500, Michelle Finnen <Michelle.Finnen@Globalgig.com>, wrote:

Brian,

Good evening. We did not even have the spin until you gave it to us. Brian Wood never have had anything to do with this and would have never had the authority to do it to begin with. And looking at the website there have never been any filings ever with that ID.

I am sorry but we are not able to assist any further with this issue.

Michelle

Michelle Finnen

Director of Billing and Information Services

 [352 505 4139](tel:3525054139)

315 Northpoint Parkway, Suite F Acworth, GA 30102



Please consider the environment before printing this email. Globalgig is a registered brand of iGEM Communications LLC. The information in this email is confidential and should only be read by the person or entity to whom it is addressed. If you have received this communication in error, please notify the sender and immediately delete the message and the attached files without reading, copying, recording, distributing, disseminating or making any other use of the information.

From: Brian Grimmer [mailto:bgrimmer@erateportal.com]
Sent: Tuesday, February 21, 2017 7:08 PM
To: Michelle Finnen
Cc: Billing
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Hi Michelle,

Understood, however Memphis St was approved for funding for the service IIS provided under their SPIN ([143045361](#)) in 2015. This means the school can only collect their money from USAC if you file for your 2015 certification.

Would it be possible for IIS to file for that certification in the next couple of days? It's a simple process, and it does not obligate you to participate further in the e-rate program.

Thanks,
Brian

On Feb 21, 2017, 5:04 PM -0500, Michelle Finnen <Michelle.Finnen@Globalgig.com>, wrote:

Brian,

Thank you for your patience while we researched this further. HQ confirmed this afternoon that we are not a participating provider.

Please let us know if you have any additional questions.

Thank you,

Michelle

Michelle Finnen

Director of Billing and Information Services

 [352 505 4139](tel:3525054139)

315 Northpoint Parkway, Suite F Acworth, GA 30102



Please consider the environment before printing this email. Globalgig is a registered brand of iGEM Communications LLC. The information in this email is confidential and should only be read by the person or entity to whom it is addressed. If you have received this communication in error, please notify the sender and immediately delete the message and the attached files without reading, copying, recording, distributing, disseminating or making any other use of the information.

From: Brian Grimmer [<mailto:bgrimmer@erateportal.com>]
Sent: Tuesday, February 21, 2017 4:41 PM
To: Michelle Finnen
Cc: Billing
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Thanks again for your help Michelle. Do you know if there's been any progress on this? I'm sorry to be a pest, but the deadline for filing for Memphis St's reimbursement is at the end of the week.

Thanks again!

Brian

From: Michelle Finnen [<mailto:Michelle.Finnen@Globalgig.com>]
Sent: Tuesday, February 14, 2017 7:19 PM
To: Brian Grimmer <bgrimmer@erateportal.com>
Cc: Billing <billing@globalgig.com>
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Brian,

I am checking with our HQ office because we have to file a form 500 since it is in 2015. I have an email into our Controller to verify SPIN information.

Thank you for your patience,

Michelle

Michelle Finnen

Director of Billing and Information Services

☎ [352 505 4139](tel:3525054139)

315 Northpoint Parkway, Suite F Acworth, GA 30102



Please consider the environment before printing this email. Globalgig is a registered brand of iGEM Communications LLC. The information in this email is confidential and should only be read by the person or entity to whom it is addressed. If you have received this communication in error, please notify the sender and immediately delete the message and the attached files without reading, copying, recording, distributing, disseminating or making any other use of the information.

From: Brian Grimmer [<mailto:bgrimmer@erateportal.com>]
Sent: Tuesday, February 14, 2017 1:08 PM
To: Michelle Finnen
Cc: Billing
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Hi Michelle, the SPIN I have for IIS Group is [143045361](#).

From: Michelle Finnen [<mailto:Michelle.Finnen@Globalgig.com>]
Sent: Tuesday, February 14, 2017 1:02 PM
To: Brian Grimmer <bgrimmer@erateportal.com>
Cc: Billing <billing@globalgig.com>
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Brian,

If Brian set this up we did not know about it. What is the SPIN ID you have for IIS Group?

Thank you,

Michelle

Michelle Finnen

Director of Billing and Information Services

 [352 505 4139](tel:3525054139)

315 Northpoint Parkway, Suite F Acworth, GA 30102



Please consider the environment before printing this email. Globalgig is a registered brand of iGEM Communications LLC. The information in this email is confidential and should only be read by the person or entity to whom it is addressed. If you have received this communication in error, please notify the sender and immediately delete the message and the attached files without reading, copying, recording, distributing, disseminating or making any other use of the information.

From: Brian Grimmer [<mailto:bgrimmer@erateportal.com>]

Sent: Tuesday, February 14, 2017 11:37 AM

To: Michelle Finnen

Cc: Billing

Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Hi Michelle,

I just wanted to follow up on our email exchange from last week. My deadline to file for Memphis Street's reimbursements is the end of next week (2/24), so I'm really hoping to get this resolved this week or next.

Again, thank you so much for your help!

Brian

E-RATE ONLINE

bgrimmer@erateportal.com

From: Brian Grimmer
Sent: Wednesday, February 8, 2017 4:31 PM
To: Michelle Finnen <Michelle.Finnen@Globalgig.com>
Cc: Billing <billing@globalgig.com>
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Hi Michelle,

Thanks so much for getting back to me, anything you can do to help would be appreciated. When I search for IIS Group's SPIN number through USAC, it shows Brian Wood as the contact (I took a screen grab and attached it). You can see in the little table that there are no dates in the final column (SPAC Filed) – since I am filing for reimbursement for 2015, that is the year I need to be there.

Filing for this certification (they call it a Form 473) is pretty simple; the link below provides instructions and a link to log in. It only requires some basic contact info. You probably don't have the credentials Brian used to set this up, but there are forgot username/password links that should hopefully help you log in.

<http://usac.org/sl/service-providers/step03/473-filing.aspx>

You can also call USAC's customer service line and they can walk you through the process – [888-203-8100](tel:888-203-8100).

Thanks again!

Brian

From: Michelle Finnen [<mailto:Michelle.Finnen@Globalgig.com>]
Sent: Wednesday, February 8, 2017 2:47 PM

To: Brian Grimmer <bgrimmer@erateportal.com>
Cc: Billing <billing@globalgig.com>
Subject: RE: E-Rate reimbursement for Memphis St. Academy Charter School

Brian,

Good Morning, you recently submitted something to our sales team regarding Memphis Street Charter Schools regarding the e-rate reimbursement. Brian Wood is no longer with us and we want to assist you further but need some additional information from you. Brian would not have done anything on our side with USAC, so I am really confused on why he was originally involved with this.

Please confirm.

Thank you,

Michelle

Michelle Finnen

Director of Billing and Information Services

☎ [352 505 4139](tel:3525054139)

315 Northpoint Parkway, Suite F Acworth, GA 30102



Please consider the environment before printing this email. Globalgig is a registered brand of iGEM Communications LLC. The information in this email is confidential and should only be read by the person or entity to whom it is addressed. If you have received this communication in error, please notify the sender and immediately delete the message and the attached files without reading, copying, recording, distributing, disseminating or making any other use of the information.

Begin forwarded message:

From: Brian Grimmer <bgrimmer@erateportal.com>
Date: February 7, 2017 at 9:09:54 AM EST
To: "dmanning@iisgrouppllc.com" <dmanning@iisgrouppllc.com>
Subject: E-Rate reimbursement for Memphis St. Academy Charter School

Hello Dwight,

I was wondering if you could help me (or forward me to the right contact) – we were working with Brian Wood on E-Rate related matters, but I believe he has moved on from IIS.

I am working on behalf of a former customer of IIS Group, **Memphis St. Academy Charter School**. They are trying to recoup their 2015 government E-Rate funding on the VOIP service you provided, however they are unable to do so because IIS Group has not filed for their Service Provider Annual Certification (SPAC) for 2015.

I really need IIS Group to file for this certification in the next week so that Memphis St. and any other E-Rate eligible clients of yours can receive their reimbursements.

The link to file for the certification is <http://usac.org/about/tools/e-file.aspx/>. The username in the system would be Brian Wood's email address, and the password can be changed through the forgot password link. It's a very simple process.

Thanks very much, and please let me know if you have any questions.

Brian Grimmer

ACCOUNT MANAGER



E-RATE ONLINE / 200 Boston Post Rd, Suite 11 / Orange, CT 06477

bgrimmer@erateportal.com / erateportal.com

[o] [866.671.9274](tel:866.671.9274) / [f] [203.445.0456](tel:203.445.0456)



Follow us on [Twitter@erateonline](https://twitter.com/erateonline)